

ATTACHMENT 1GENERAL ORDER NO. 133-~~BC~~PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA

RULES GOVERNING TELEPHONE SERVICE

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1. GENERAL

1.1 Intent.

- a. Purpose. The purpose of these rules is to establish uniform standards of service to be observed in the operation of telephone utilities.
- b. Limits of Order. These rules do not cover the subjects covered in the filed tariff rules of telephone utilities.
- c. Absence of Civil Liability. The establishment of these rules shall not impose upon utilities, and they shall not be subject to any civil liability for damages, which liability would not exist at law if these rules had not been adopted.
- d. Revision of Scope. These rules may be revised in scope on the basis of experience gained in their application and as changes in the art of telephony may require.

1.2 Applicability. These rules are applicable to all telephone utilities providing service within the State of California.

1.3 Definitions.

a. Access Line - A line (hardware and/or channel) which provides dial tone to the subscriber and which runs from the local central office (class 4/5, class 5 or a remote switching unit) to the subscriber's premises.

~~ab.~~ Billing Center - Location where customer inquiries regarding billing items are handled.

~~bc.~~ Business Office - A Centralized Service Group which receives Small Business and/or Residence Customer requests for new installation or change in existing service **and/or billing inquiries.** ~~This does not include billing center inquiries.~~

~~ed.~~ Central Office Entity - A Group of lines using common-originating equipment or under stored program control.

~~de.~~ Central Office Wire Center - A facility composed of one or more central office switches which are located on the same premises and which may or may not utilize common equipment. In the case of a digital switch, all remote processors that are hosted by a central processor are to be included in the central office wire center.

~~ef.~~ Centrex - A service for customers with many stations that permits station-to-station dialing, generally one listed directory number for the customer, direct-inward dialing, and station identification on outgoing calls. The switching functions are performed in the central office entity.

~~fg.~~ Commission - In the interpretation of these rules, the word "Commission" shall be construed to mean the Public Utilities Commission of the State of California.

~~gh.~~ Commitment **Date** - The date agreed to by a customer and a utility for the completion of requested work (**i.e., same as Due Date**).

~~hi.~~ Customer - Provided Equipment - Terminal equipment provided by the customer.

~~ij.~~ Customer Trouble Report - Initial line reports from customers or users of telephone service relating to a malfunction or dissatisfaction with telephone company-provided lines.

~~jk.~~ Demarcation - Point at which telephone company-maintained equipment and wiring terminates at the customer's premises.

~~kl.~~ Electromechanical - A class of switching systems which is primarily based on electrically activated movement of mechanical switches.

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- ~~lm.~~ Electronic (Analog or Digital) - A class of switching systems in which the control functions are performed principally by electronics. There are two types in use: time division and space division.
- ~~mn.~~ Employee Report - A trouble report from a telephone company employee who detects a trouble condition while performing duties independent of any conversation with a customer regarding the trouble.
 - o. Exchange - A telephone system providing service within a specified area within which communications are considered exchange messages, except those messages between toll points. An exchange may consist of one or more central offices, usually located in the same city, town, village or contiguous area.**
- ~~np.~~ Installation - The provision of telephone service at the customer's request.
- ~~oq.~~ Installation Center - The location responsible for the installation of the customers' loop facilities and the administration of installation field work by scheduling, dispatching, and tracking the progress of field forces.
- ~~pr.~~ Line - An access line (hardwire and/or channel) which provides dial tone and which runs from the local central office (Class 4/5, Class 5, or a remote) to the subscriber's premises.
- ~~qs.~~ Maintenance Center - A location responsible for the testing, dispatching, and tracking of trouble indications generated by customer reports, abnormal conditions, and routine analysis and the administration, scheduling, dispatching, and tracking of maintenance field work.
- ~~rt.~~ No Access - A condition where an employee cannot gain access to the telephone company demarcation point at the customer's premises.
- ~~su.~~ Order Taken Date - The date on which customer requests service, assuming prior compliance with utility's rates, rules and regulations.
- ~~tv.~~ Primary Service Order - Service orders for all business and residence main lines which are identified by a local exchange telephone number.
- ~~uw.~~ Regrade Service Order - Changes between individual and party-line service as identified under Primary Service Order.
 - x. Remote Switching Unit - An electronic (analog or digital) switching network remotely located from an electronic (analog or digital) central office entity and controlled via data link to it.**
- ~~vy.~~ Reporting Service level - A specified service level of performance for each reporting unit. ~~If performance is not meeting this level, the utility will submit periodic reports to the Commission.~~
- ~~wz.~~ Service Observing Manual - A direct measurement of service provided to the customer, obtained by an evaluator sampling an actual call. The observers do not listen to conversations.
- ~~xaa.~~ Service Observing, Mechanized - A direct measurement of service provided to the customer obtained by a mechanized system without requirement for observation personnel.
 - bb. Significant Call Blockage - Call blockage is the failure of the switching network to process a call. Significant blockage in a central office entity is demonstrated by 10% of call attempts experiencing a dial tone delay over 3 seconds for a period of 30 minutes or longer. Significant blockage in an operator traffic office or toll office is demonstrated by 30% or more call attempts being blocked for a period of 30 minutes or longer.**
- ~~ycc.~~ Small Business - Those business accounts which are not designated by the Utility for special handling.
- ~~zdd.~~ Special Services - Telephone or line circuits such as foreign exchange, local intraexchange private line, interexchange private line, exchange data, radio-telephone, other common carrier, INWATS, OUTWATS, off-premises extension lines, and answering service lines.

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- ~~aaee~~. Subsequent Reports - A customer contact relating to a previously reported trouble which occurs prior to the time the initial or first customer trouble report has been cleared and the customer notified. Customer contacts changing or canceling appointments and/or providing additional information to a previous report are not subsequent reports.
- ~~bbff~~. Telephone Plant - Equipment and wiring, excluding that located on a customer's property, required to connect a telephone service to the exchange network.
- ~~cegg~~. Telephone Utility - A public utility telephone corporation providing public telephone service as further defined by Public Utilities Code Sections 216 and 234.
- ~~delh~~. Traffic Office - A group of operators which receives incoming calls from direct trunk groups or by means of an automatic distributing system.
- ~~eeii~~. Traffic Sector - A group of traffic offices linked together by automatic call distribution equipment to form a service network.
- ~~ffjj~~. Trouble R16 report - Any oral or written notice by a customer or their representative to the telephone utility which indicates dissatisfaction with their telephone service, telephone qualified equipment, and/or telephone employees.

- 1.4 Information available to the Public. The utility shall maintain, open for public inspection at its main office in California, copies of all reports submitted to this Commission in compliance with these rules. Reports shall be held available for one year. A copy of these reports will also be maintained and be available for public inspection at the Commission's San Francisco and Los Angeles offices. Copies shall also be made available to interested parties for a nominal fee to cover the cost of processing and reproduction. The availability shall be limited to reports provided by the local serving company.
- 1.5 Location of Records. All reports required by these rules shall be kept available to representatives, agents, or employees of the Commission upon reasonable notice.
- 1.6 Reports to the Commission. The utility shall furnish to the Commission, at such times and in such form as the Commission may require, the results or summaries of any measurements required by these rules. The utility shall furnish the Commission with any information concerning the utility's facilities or operations which the Commission may request and need for determining quality of service.
- 1.7 Deviations from Any of These Rules. In those cases where the application of any of the rules incorporated herein results in undue hardship or expense to the utility, it may request specific relief by filing a formal application in accordance with the Commission's Rules of Procedures, except that where the relief to be requested is of minor importance or temporary in nature, the Commission may accept an application and showing of necessity by letter.
- 1.8 Revision of Rules. Telephone utilities subject to these rules may individually or collectively file application with this Commission for the purpose of amending these rules. The application shall clearly set forth the changes proposed and the reasons for them. Other interested parties shall have the same rights to propose modifications by appropriate procedure.

2. STANDARDS OF SERVICE

- 2.1 General. These rules establish uniform **objective service levels and surveillance** ~~reporting~~ levels of service for the installation, maintenance, and quality of telephone service. **These rules are**

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applicable to service levels of end-user customers. The service measures established are as follows:

<i>Service Measure</i>	<i>Type of Service</i>
Held Primary Service Orders	Installation
Installation Due Date Interval for Primary Service Orders	Installation
Installation-Line Energizing Commitments Met for Primary Service Orders	
Installation	
Held Additional Line Service Orders	Installation
Installation Due Date Interval for Additional Line Service Orders	Installation
Installation Commitments Met for Additional Line Service Orders	Installation
Customer Troubles Reports	Maintenance
Out of Service Clearing Time	Maintenance
Clearing Time Commitments Met	Maintenance
Dial Tone Speed	Dial Service
Dial Service- (Service Observing)	Dial Service
Toll Operator Answer' Time	
Operator Services	
Directory Assistance operator Answering Time	Operator Services
Trouble Report Service Answering Time	Repair Services
Business Office Answering Time	Business Office

~~2.2 Description of Reporting Levels. These levels have been established so as to indicate units which are not meeting the standard thereby providing an indication of inadequate service. Reporting service levels are established for each of the service measures except held orders. Reporting Service Levels are applicable to each individual reporting unit.~~

2.2 Description of Service Ranges and Levels.

- a. **Objective Service Level.** Objective service levels are established for each of the service measures except held orders. Service performance within the objective service level is considered to be adequate. Each individual reporting unit should generally attain service levels within the objective service levels.
- b. **Service Below Standard.** Individual reporting units are subject to influences which may cause them to occasionally fall below the objective service level of performance. Such variations indicate inadequate service only where the substandard performance below the objective service level is frequent.
- c. **Surveillance Service Level.** These levels have been established so as to indicate units which are performing significantly below objective service levels and to provide an indication of inadequate service. Surveillance service levels are established for each of the service measures except held orders. Surveillance service levels are applicable to each individual reporting unit.

3. TELEPHONE SERVICE MEASURES

3.1 Held Primary Service Orders.

- a. **Description.** Requests for primary (main) telephone service delayed over ~~30~~ **15** days because of lack of telephone utility plant. An order will count as held when service is not provided within ~~30~~ **15** days after commitment date (**i.e., due date**). The date the order is taken from the customer

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shall be used in lieu of commitment dates where the utility cannot establish commitment dates. Orders requiring the customer to meet specific prerequisites (e.g., line extension charges), will be measured from the time prerequisites have been met.

- b. Measurement. Count once a month the total primary service orders held over ~~30~~ **15** days for each reporting unit. Separate the results between four categories as follows: **16-30 days**, 31-60 days, 61-90 days, **and over 90 days**. ~~91-180 days, and over 180 days.~~
- c. **Objective Service Level. Not Applicable**
- ~~e. Reporting Service Level. Not Applicable.~~
- d. **Surveillance Service Level. Not Applicable.**
- ~~d.e. Reporting Unit. Exchange or plant installation center, whichever is lesser-smaller.~~
- ~~e.f. Reporting Frequency. Compiled monthly, and reported quarterly for all reporting units.~~

3.2 Installation Due Date Interval for Primary Service Orders.

- a. Description. The Held Primary Service Orders measurement is based, in part, upon the telephone utilities' installation due-date intervals. The installation due-date interval is the time between the date the service order is taken from the customer to the date the telephone utility commits to complete the installation of a new service. The due-date should specify a four hour window for installation work. Measurement is taken to obtain percentage of primary service orders completed within 3 working days. Orders requiring the customer to meet specific prerequisites will be measured from the time prerequisites have been met. A customer may request a later due date.
- b. Measurement. Count once a month the total number of primary service orders completed within 3 working days from the time the order was taken and the total number of primary service orders taken that month. Measurement is expressed as a percentage of primary service orders completed within 3 working days.
- c. Objective Service Level. At or above 90% completed within 3 working days.
- d. Surveillance Service Level. 85% completed within 3 working days.
- e. Reporting unit. Exchange or plant installation center, whichever is smaller.
- f. Reporting Frequency. Compiled monthly and reported quarterly for all reporting units.

3.23 Installation-Line Energizing Commitments Met for Primary Service Orders.

- a. Description. **Commitments made by the telephone company** ~~Requests~~ for establishment or changes in non-key telephone individual and party-line service that normally involve plant activity. Requests for disconnects or requests for the installation, change, or transfer of PBX, PABX, EPABX, or other multiline lines and special services are not included in the measuring base. Commitments will not be considered missed when resulting from customer action.
- b. Measurement. Count once a month the total commitments and the commitments missed. Commitments met, expressed as a percent, will equal total commitments minus missed commitments divided by total commitments.
- c. **Objective Service Level. At or above 90% commitments met.**
- ~~ed. Surveillance Reporting Service Level. 9588% commitments met.~~
- ~~de. Reporting Unit. Exchange or plant installation center, whichever is smaller. Central office wire center which handles at least 250 inward movements per month. In the event that the wire center does not meet the criteria, it should be combined with all other wire centers~~

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~~not meeting the criteria within the same plant installation center area and reported as a unit under the plant installation center.~~

- ef. Reporting Frequency. Compiled monthly, ~~and~~ reported Quarterly for **all** reporting units.
~~not meeting the reporting service level for any month.~~

3.4 Held Additional Line Service Orders.

- a. **Description.** Requests for additional lines delayed over 30 days because of lack of telephone utility plant. An order will count as held when service is not provided within 30 days after the commitment date. The date the order is taken from the customer may be used in lieu of commitment date where it is not the utility's practice to establish commitment dates. Orders requiring the customer to meet specific prerequisites (e.g., line extension charges) will be measured from the time prerequisites have been met.
- b. **Measurement.** Count once a month the total service orders for additional lines held over 30 days for each reporting unit. Separate the results between four categories as follows: 31-60 days, 61-90 days, 91-180 days, and over 180 days.
- c. **Objective Service level.** Not applicable
- d. **Surveillance Service Level.** Not applicable
- e. **Reporting Unit.** Exchange or plant installation center, whichever is smaller.
- f. **Reporting Frequency.** Compiled monthly and reported quarterly for all reporting units.

3.5 Installation Due Date Interval for Additional Line Service Orders.

- a. **Description.** The Held Orders for Additional Lines measurement is based, in part, upon the telephone utilities' installation due date intervals. The installation due-date interval is the time between the date the service order is taken from the customer to the date the telephone utility commits to complete the installation of an additional line/lines. The due-date should specify a four hour window for installation work. Measurement is taken to obtain percentage of service orders for additional lines completed within 10 working days. Orders requiring the customer to meet specific prerequisites will be measured from the time prerequisites have been met. A customer may request a later due date.
- b. **Measurement.** Count once a month the total number of service orders for additional lines completed within 10 working days from the time the order was taken and the total number of service orders for additional lines taken that month. Measurement is expressed as a percentage of service orders for additional lines completed within 10 working days.
- c. **Objective Service Level.** At or above 90% completed within 10 working days.
- d. **Surveillance Service Level.** 85% completed within 10 working days.
- e. **Reporting unit.** Exchange or plant installation center, whichever is smaller.
- f. **Reporting Frequency.** Compiled monthly and reported quarterly for all reporting units.

3.6 Installation Commitments Met for Additional Line Service Orders.

- a. **Description.** Commitments made by the telephone company to install customer requested additional lines for non-key telephone individual and party-line service that normally involve plant activity. Requests for additional lines for the installation, change, or transfer of PBX, PABX, EPABX, or other multi-line lines and special

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services are not included in the measuring base. Commitments will not be considered missed when resulting from customer action.

- b. **Measurement.** Count once a month the total commitments and the commitments missed. Commitments met, expressed as a percent, will equal total commitments minus missed commitments divided by total commitments.
- c. **Objective Service Level.** At or above 90% commitments met.
- d. **Surveillance Service Level.** 88% commitments met.
- e. **Reporting Unit.** Exchange or plant installation center, whichever is smaller.
- f. **Reporting Frequency.** Compiled monthly and reported quarterly for all reporting units.

3.37 Customer Trouble Reports.

- a. **Description.** Initial reports from customers and users of telephone service relating to dissatisfaction with telephone company-provided equipment and/or service. Reports not relating to the quality of telephone service, reports that cannot be completed because of a lack of access to customer's premises, subsequent reports, requests for operator assistance in placing calls, requests for busy verification, reports relating to toll private **Line** services, special services, customer-provided equipment, and employee reports will not be included. Reports received will be counted and related to the total working lines within the reporting unit in terms of reports per 100 lines.
- b. **Measurement.** Customer trouble reports received by the utility will be counted monthly and related to the total working lines within a reporting unit.
- c. **Objective Service Level.** At or below Four reports per 100 working lines (excluding terminal equipment reports) for units with 3,000 or more working lines, six reports per 100 working lines (excluding terminal equipment reports) for units with 1,001-2,999 working lines, and eight reports per 100 working lines (excluding terminal equipment reports) for units with 1,000 or fewer working lines.
- ~~d. Surveillance~~ **Reporting Service Level.** Six reports per 100 working lines (excluding terminal equipment reports) for units with 3,000 or more working lines, eight reports per 100 working lines (excluding terminal equipment reports) for units with 1,001-2,999 working lines, and 10 reports per 100 working lines (excluding terminal equipment reports) for units with 1,000 or fewer working lines.
- ~~e. Reporting Unit.~~ Central Office entity.
- ~~f. Reporting Frequency.~~ Compiled monthly, ~~and~~ reported quarterly for ~~all these~~ reporting units. ~~at or above the reporting service level for any month in accordance with the record retention requirements.~~

3.8 Out of Service Clearing Time.

- a. **Description.** The measure indicates the percentage of all trouble reports cleared within a 24 hour (i.e., 8 working hours) period from the time the trouble was reported by the customer to the serving telephone utility. This measurement is expressed as the percentage of trouble reports cleared within 24 hours (i.e., 8 working hours).
- b. **Measurement.** Count once a month the total number of service trouble reports received by the reporting unit, the number of trouble reports not cleared within 24 hours and the number of service trouble reports cleared within 24 hours (i.e., 8 working hours). Divide the number of service trouble reports cleared within 24 hours by the number of

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total trouble reports. The measurement is expressed in a percentage of trouble reports cleared within 24 hours.

- c. **Objective Service Level.** At or above 90% cleared within 24 hours.
- d. **Surveillance Service Level.** 85% cleared within 24 hours.
- e. **Reporting Unit.** Plant maintenance center.
- f. **Reporting Frequency.** Compiled monthly and reported quarterly for all reporting units.

3.9 Clearing Time Commitments Met.

- a. **Description.** Commitments made by the telephone company for correcting the troubles relating to dissatisfaction with telephone company-provided equipment and/or service. The commitment should specify four hour period (i.e., morning or afternoon). Commitments will not be considered missed when resulting from customer action.
- b. **Measurement.** Count once a month the total commitments and the commitments missed. Commitments met, expressed as a percent, will equal total commitments minus missed commitments divided by total commitments.
- c. **Objective Service Level.** At or above 90% commitments met.
- d. **Surveillance Service Level.** 85% commitments met.
- e. **Reporting Unit.** Plant maintenance center.
- f. **Reporting Frequency.** Compiled monthly and reported quarterly for all reporting units.

3.410 Dial Tone Speed.

- a. **Description.** A measure of the adequacy of ~~electromechanical or hybrid~~ central office equipment to provide dial tone to the subscriber. Measurements are taken to obtain the percentage of originating busy hour call attempts receiving dial tone within 3 seconds.
- b. **Measurement.** Measurements are accomplished by utilizing a Dial Tone Speed Recorder, Timed All Trunks Busy Meters, or the equivalent.
- c. **Objective Service Level.** At or above 98.0% within 3 seconds.
- d. **Surveillance ~~Reporting~~ Service Level.** 97.4% within 3 seconds.
- e. **Reporting Unit.** Each ~~electromechanical or hybrid~~ central office entity over 3,000 working lines. ~~Electronic analog and digital central office entities are not reporting units for this index.~~
- f. **Reporting Frequency.** Compiled monthly and reported quarterly for ~~all those~~ reporting units. ~~at or below the reporting service level for any month.~~

3.511 Dial Service (Service Observing).

- a. **Description.** A measure of the ability of the equipment to complete a customer-dialed call over the local and toll message network without the call encountering an equipment malfunction and/or all-paths-busy condition.
- b. **Methods and Procedures.** Detailed methods for the evaluation of calls and the compilation of results are contained in each utility's respective Service Evaluation Practice, a copy of which is on file with the California Public Utilities Commission.
- c. **Objective Service Level.** At or above 98.5% calls completed for intra-company intra-LATA calls.
- ~~ed.~~ **Surveillance ~~Reporting~~ Service Level.** 98.0% ~~for the Home Number Plan Area (HNPA) Service Area Measurement~~ calls completed for intra-company intra-LATA calls.
- ~~de.~~ **Reporting Unit.** Each central office entity over 3,000 lines.

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~~ef.~~ Reporting Frequency. Compiled monthly and reported quarterly for **all** ~~these~~ reporting units ~~not meeting the reporting service level for any month.~~

3.~~6~~**12** Toll Operator Answering Time.

- a. Description. A measurement of time for the operator to answer toll and assistance calls. A sample of answering interval is taken to obtain the percentage of toll and assistance calls answered within 10 seconds.
- b. Measurement. A sample of the answering interval on toll and assistance calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.
- c. **Objective Service Level. At or above 90% answered within 10 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 10 seconds.**

~~ed.~~ **Surveillance** ~~Reporting~~ Service Level. 85% answered within 10 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 10 seconds.

~~de.~~ Reporting Unit. Each traffic office handling toll and assistance calls and having an annual average business day call volume of 2,000 or more calls.

~~ef.~~ Reporting Frequency. Compiled monthly and reported quarterly for ~~these~~ **all** reporting units ~~not meeting the reporting service level for any month.~~

3.~~7~~**13** Directory Assistance Operator Answering Time.

- a. Description. A measurement of time for the operator to answer directory assistance calls. A sample of answering interval is taken to obtain the percentage of directory assistance calls answered within 12 seconds.
- b. Measurement. A sample of answering interval on directory assistance calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.
- c. **Standard Service Range. At or above 90% answered within 12 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 10 seconds.**

~~ed.~~ **Surveillance** ~~Reporting~~ Service Level. 85% answered within 12 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 12 seconds.

~~de.~~ Reporting Unit. Each traffic office handling directory assistance calls and having an average business day call volume of 2,000 or more calls.

~~ef.~~ Reporting Frequency. Compiled monthly and reported quarterly for **all** ~~these~~ reporting units ~~not meeting the reporting service level for any month.~~

3.~~8~~**14** Trouble Report Service Answering Time:

- a. Description. A measurement of time for the trouble report service attendant (**i.e., live attendant**) to answer trouble report calls. A sample of answering interval is taken to obtain the percentage of trouble report calls answered within ~~20 seconds~~ **a specified time period. Some utilities are using menu driven Automatic Response Units (ARUs) to respond and to direct the customer calls to Automatic Call Distribution (ACD) systems. The measurements recognize the use of ARUs by some utilities.**

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- b. **Measurement.** A sample of the answering interval on trouble report calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.
- c. **Objective Service Level.** If measurement data of average answering time is used, it will be converted to the percent answered within a specified time period shown in the measurements below:
 - 1. At or above 85.0% answered within 20 seconds (i.e., without the use of ARUs). If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds.
 - 2. If the utility uses a menu driven Automatic Response Unit (ARU) to respond to the customer calls, which provides multiple options for a customer to choose from, then at or above 95.0% of the calls should be answered by a live utility service representative within 15 seconds from the time the customer makes a selection from the menu of the ARU, presses the selected option number and the call hits an ACD to the time a live utility representative answers the customer's call.
 - 3. If the utility uses a menu driven ARU and a customer calls from a rotary/dial phone and waits for a service representative to answer the call after listening to the recorded messages of a menu driven ARU, then at or above 95.0% of such calls to the repair office should be answered within a total of 60 seconds starting from the time the customer finishes dialing the last digit to the time a live utility service representative answers the customer's call.
 - 4. If the utility uses more than one ARU on line to transfer or to answer calls, 95% of the calls to the repair office should be within 60 seconds from the time the customer finishes dialing the last digit to the time a live utility representative answers the customer's call.
- e. ~~Reporting Service Levels. 80% answered within 20 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds~~
- d. **Surveillance Service Levels.** If measurement data of average answering time is used, it will be converted to the percent answered within a specified time period shown in the measurements below:
 - 1. 80.0% answered within 20 seconds (i.e., without the use of ARUs). If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds.
 - 2. If the utility uses a menu driven ARU to respond to the customer calls, which provides multiple options for a customer to choose from, then 90.0% of the calls should be answered by a live utility service representative within 15 seconds from the time the customer makes a selection from the menu of the ARU, presses the selected option number and the call hits an ACD to the time a live utility representative answers the customer's call.
 - 3. If the utility uses a menu driven ARU and a customer calls from a rotary/dial phone and waits for a service representative to answer the call after listening to the recorded messages of a menu driven ARU, then 90.0% of such calls to the repair office should be answered within a total of 60 seconds starting from the time the customer finishes dialing the last digit to the time a live utility service representative answers the customer's call.
 - 4. If the utility uses more than one ARU on line to transfer or to answer calls, 90.0% of the calls to the repair office should be within 60 seconds from the time the

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customer finishes dialing the last digit to the time a live utility representative answers the customer's call.

- ~~d~~e. Reporting Unit. All centralized service groups which support 10,000 or more lines.
- ~~e~~f. Reporting Frequency. Compiled monthly and reported quarterly for **all** ~~those~~ reporting units. ~~not mting the reporting service level for any month.~~

3.915 Business Office Answering Time.

- a. Description. A measurement of time for the business office representative (**i.e. a live representative ready to respond to customer's questions, information or inquiries**) to answer business office calls. A sample of the answering interval is taken to obtain a percentage of business office calls answered within ~~20 seconds~~ **a specified time period. Some utilities are using menu driven Automatic Response Units (ARUs) to respond and to direct the customer calls to Automatic Call Distribution (ACD) systems. The measurements recognize the use of ARUs by some utilities.**
- b. Measurement. A sample of the answering interval on business calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.
- c. **Objective Service Level. If measurement data of average answering time is used, it will be converted to the percent answered within a specified time period shown in the measurements below:**
 - 1. **At or above 85.0% answered within 20 seconds (i.e., without the use of ARUs). If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds.**
 - 2. **If the utility uses a menu driven ARU to respond to the customer calls, which provides multiple options for a customer to choose from, then at or above 95.0% of the business calls should be answered by a live utility service representative within 15 seconds from the time the customer makes a selection from the menu of the ARU, presses the selected option number and the call hits an ACD to the time a live utility representative answers the customer's call.**
 - 3. **If the utility uses a menu driven ARU and a customer calls from a dial phone and waits for a service representative to answer the call after listening to the recorded messages of a menu driven ARU, then at or above 95.0% of such business calls to the repair office should be answered within a total of 55 seconds starting from the time the customer finishes dialing the last digit to the time a live utility service representative answers the customer's call.**
 - 4. **If the utility uses more than one ARU on line to transfer or to answer calls, at or above 95.0% of the calls to the repair office should be within 55 seconds from the time the customer finishes dialing the last digit to the time a live utility representative answers the customer's call.**

~~e~~. Reporting Service Level. ~~70% answered within 20 seconds starting from December 3, 1992; 75% answered within 20 seconds starting from October 4, 1993; and 80% answered within 20 seconds starting from July 5, 1994. If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds.~~

d. Surveillance Service Level.

If measurement data of average answering time is used, it will be converted to the percent answered within a specified time period shown in the measurements below:

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1. 80.0% answered within 20 seconds (i.e., without the use of ARUs). If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds.
 2. If the utility uses a menu driven ARU to respond to the customer calls, which provides multiple options for a customer to choose from, then 90.0% of the business calls should be answered by a live utility service representative within 15 seconds from the time the customer makes a selection from the menu of the ARU, presses the selected option number and the call hits an ACD to the time a live utility representative answers the customer's call.
 3. If the utility uses a menu driven ARU and a customer calls from a dial phone and waits for a service representative to answer the call after listening to the recorded messages of a menu driven ARU, then 90.0% of such business calls to the repair office should be answered within a total of 55 seconds starting from the time the customer finishes dialing the last digit to the time a live utility service representative answers the customer's call.
 4. If the utility uses more than one ARU on line to transfer or to answer calls, 90.0% of the calls to the repair office should be within 55 seconds from the time the customer finishes dialing the last digit to the time a live utility representative answers the customer's call.
- de. Reporting Unit. All business offices which serve 10,000 or more lines.
- ef. Reporting Frequency. Compiled monthly and reported quarterly for all ~~these~~ reporting units ~~not meeting the reporting service level for any month.~~

4. SERVICE QUALITY ASSURANCE MECHANISM (SQAM)

Service quality Assurance Mechanism (SQAM) is designed to encourage telephone utilities to meet the Commission adopted service quality standards. All telephone utilities providing service in the State of California are required to keep the quality of telecommunications services at or above the objective service levels at all times. If a telephone utility keeps on failing to meet the Commission standards, SQAM will be triggered as described in this section. Effective date of implementation of SQAM will on the first day of the first month following the effective date of the Commission decision adopting G.O. 133-C. The SQAM shall not be applicable for any affected entity for any month in which there is a declaration of natural disaster or state of emergency issued by a federal, state, or local authority authorized or permitted by law to issue such declarations. Such months shall be deemed to be passes regardless of the effected entity's achieved service performance. The utility penalized using the SQAM shall not recover from its ratepayers the costs associated with calculating and implementing the SQAM and the amount of the penalty.

4.1 Installation Due Date Interval for Primary Service Orders.

- a. If a utility misses the due date of installation of a primary service order and the service is not installed within 3 working days after the due date, the utility shall waive one-half of the non-recurring charges to the customer for the services ordered.
- b. If a utility misses the due date of installation for a primary service order and the service is not installed within 10 working days after the due date, the utility shall waive full amount of the non-recurring charges to the customer for the services ordered.

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- c. In addition, if a utility fails to install primary service within 15 working days after the due date, the utility shall credit the customer an amount equal to \$5.00 per day starting from 16th working day after the due date to the time the service is installed.
- d. If the Commission finds that a carrier of last resort is knowingly not accepting access line orders for primary service, the carrier of last resort may have its High Cost Fund B subsidy removed for the reporting entity for which such practice exists. In addition, the Commission may penalize the utility for not upgrading its facilities an amount equal to the cost of upgrading the needed facilities.

4.2 Installation Due Date Interval for Additional Line Service Orders.

- a. If a utility misses the due date of installation of additional line/lines service order and the service is not installed within 10 working days after the due date, the utility shall waive one-half of the non-recurring charges to the customer for the services ordered.
- b. If a utility misses the due date of installation for an additional line service order and the service is not installed within 20 working days after the due date, the utility shall waive full amount of the non-recurring charges to the customer for the services ordered.
- c. In addition, if a utility fails to install service for additional lines within 30 working days after the due date, the utility shall credit the customer an amount equal to \$5.00 per day starting from 31st working day after the due date to the time the service is installed.
- d. If the Commission finds that a carrier of last resort is knowingly not accepting access line service orders for additional lines, the carrier of last resort may have its High Cost Fund B subsidy removed for the reporting entity for which such practice exists. In addition, the Commission may penalize the utility for not upgrading its facilities to an amount equal to the costs of upgrading the needed facilities.

4.3 Customer Trouble Reports.

Total amount of customer refund for Customer Trouble Reports. If the utility is unable to meet the surveillance service level for more than two months in a six consecutive month period for any reporting unit, the utility will credit \$1.00 per access line per month per failed percentage point (per percentage point above the surveillance level) to all customers of the reporting unit for the 3rd or more failed months in a six consecutive month period.

4.4 Out of Service Clearing Time.

- a. If a customer's service trouble is not cleared within 48 hours (i.e., 2 working days) from the time the customer first reported the trouble, the utility shall credit the customer an amount equal to one-half of the basic monthly service charge for that customer's service.
- b. If a customer's service troubled not cleared within 5 working days from the time the customer first reported the trouble, the utility shall credit the customer an amount equal to the full monthly charge for that customer's service.
- c. In addition, if a customer's service troubled not cleared within 10 working days from the time the customer first reported the trouble, the utility shall credit \$5.00 per day starting from the 11th working day from the time the customer first reported the trouble.

4.5 Service Quality Assurance Mechanism For All Other Service Measures.

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All telephone utilities providing services in the State of California shall establish a Service Assurance Guarantee Program (SAGP) which shall be applicable to the following service measures:

- a. Installation Commitments Met for Primary Service Orders
 - b. Installation Commitments Met for Additional Line Service Orders
 - c. Clearing Time Commitments Met
 - d. Dial Tone Speed
 - e. Dial Service (Service Observing)
 - f. Toll Operator Answering Time
 - g. Directory Assistance Operator Answering time
 - h. Trouble Report Answering Time
 - i. Business Office Answering Time
1. A SQAM customer refund shall be triggered only if a reporting unit (entity) fails to meet the G.O. 133-C surveillance service level (SSL) standards in Section 3 of this General Order in three months within any period of six consecutive months. The SQAM shall be applied to the third month in which the subject entity failed to meet the G.O.133-C SSL standards. Thereafter, the SQAM shall be triggered for each subsequent month within a six-month period in which the subject entity fails to meet the G.O. 133-C SSL standards. The failing penalized month is counted a failed month in the six-month rolling timeframe. No failed month for which a SQAM customer refund is triggered shall be penalized more than once for the same service measure.
2. Once a customer refund is triggered, the utility shall issue a refund to those access lines served by the reporting entity that failed to achieve the established SSL standards in Section 3 of this G.O. for a service measure in an amount determined by the following calculation:
 - a. The total amount of customer refund for missed Installation Commitments for Primary Service Orders, missed Installation Commitments for Additional Line Service Orders and missed Clearing Time Commitments shall be calculated as follows:
$$\begin{array}{lcl} \text{Number of installation/repair service orders} & & \text{Assurance} \\ \text{which fail to meet the SSL for commitments} & * & \text{Rate} \\ \text{established in Section 3 of this General Order} & & = \text{Refund} \end{array}$$
 1. $(\text{SSL (\%)} \text{ established in Section 3 of this G.O.} - \text{the Achieved SSL (\%)}) * \text{Total number of installation/repair service orders in that month for that reporting entity which failed to achieve the SSL established in the G.O.}$
 2. Assurance rate per failed commitment:

Primary Service Orders	= \$15.00 per failed Installation Commitment
Additional Line Service Orders	= \$10.00 per failed Installation Commitment
Clearing Time	= \$15.00 per failed Clearing Time

Commitment

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- b. **Total amount of customer refund for Dial Tone Speed; Dial Service; Toll Operator Answering Time; Directory Assistance Operator Answering Time; Trouble Report Service Answering Time; and Business Office Answering Time shall be equal to the number of calls that fail to meet the SSL standards in Section 3 of G.O. 133-C multiplied be the Assurance Rate:**

Number of calls which fail to meet the SSL established in Section 3 of this General Order	*	Assurance Rate	= Refund
--	----------	---------------------------	-----------------

Assurance Rate:

- | | |
|--|---|
| 1. Dial Tone Speed * | = \$0.45 per failed call attempt |
| 2. Dial Service * | = \$0.45 per failed call attempt |
| 3. Toll Operator Answering Time | = \$0.45 per failed call |
| 4. Directory Assistance Operator Answering Time | = \$0.45 per failed call |
| 5. Trouble Report Service Answering Time | = \$5.25 per failed call |
| 6. Business Office Answering Time | = \$5.25 per failed call |

*** (If the utility is unable to determine the number of uncompleted customer dialed-calls or the number of failed call attempts for a reporting entity, an Assurance Rate of \$1.00 per access line served by the failing reporting entity shall apply.)**

- Any "refund" shall be made to those access lines served by the reporting unit/entity which failed to achieve the SSL standards established in Section 3 of this General Order. The utilities shall issue the customer refund via a surcredit. For the first year, the utilities should use the service quality data starting from the time the Commission adopts G.O. 133-C to June 30, of the following year and file a report with the Commission showing the amount of surcredits, reporting entity/entities whose customers are to be provided surcredit and the method of distribution of the surcredit, by October 1, of the year following the Commission decision. After that the service quality data from July 1 to June 30 of the following year will be used to calculate the refund amounts. The utilities shall submit the workpapers showing the calculations for the credit amount per line, and the period for which credit is applied, to the Commission on October 1 of each year. The utilities, which are operating under New Regulatory Framework (NRF), may file workpapers showing the refund amount, the failing entity/entities and the surcredit amount per customer with their annual price cap filing on October 1 of each year. The utility may, at its option, apply such surcredit for one or more months in order to make the required refund. The utilities shall submit the workpapers showing the calculations for the credit amount per line, and the period for which credit is applied, with its annual October 1, filing.
- The utility shall file G.O. 133-C monthly service performance results on an overall company basis with its G.O. 133-C quarterly reports. If the utility fails to report a failing reporting unit in its quarterly reports for any service measurement of G.O. 133-C, a penalty of \$1.00 per access line for each month that the failing reporting unit does not report shall be applied. Refunds shall be distributed to the customers of the reporting unit as described above.

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5. If a utility performs below the objective service levels for any reporting unit for any service measure for three months or more in a six month consecutive period, the performance for the fourth, fifth and sixth month below the objective service level in a six consecutive month period, will be penalized at the assurance rates shown above, however the number of failed commitments for installations and clearing time, failed trouble reports, failed call attempts, and failed calls shall be calculated by considering as failed if below the objective service levels rather than below the surveillance service levels.

~~45.~~ RECORDS AND REPORTS

- ~~45.1~~ Reporting Units. Service measurements shall be maintained by reporting units. Reporting units will be exchange, plant installation center, central office entity, wire center, traffic office, trouble report service office, or business office as required. Tie reporting unit for each service measure is defined in Section 3 and summarized in Appendix B.
- ~~45.2~~ ~~Surveillance-Reporting~~ Levels. **Surveillance** ~~Reporting~~ levels are established by these rules as set forth in Section 3. Service measurements with levels of service not meeting the **surveillance** ~~reporting~~ level in any given month will be considered indications of possible inadequate service. The **surveillance** ~~reporting~~ level for each service measure is summarized in Appendix A.
- ~~45.3~~ Reporting: Requirements. Reports shall be made to the Commission quarterly of all reporting units ~~providing service not meeting the reporting service level on any~~ **for all** measures in ~~any~~ **each** month during the quarter. Summaries of held primary service orders by reporting unit shall be submitted quarterly for each month during the quarter. Small reporting units will be excepted from reporting on certain service measures as set forth in Section 3 and summarized in Appendix B Reports shall be filed within 30 days of the end of each quarter. Reports to the Commission of performance ~~not meeting the reporting~~ level shall state the levels of service for each service measure and ~~the for each month-s-being reported;~~ reports on reporting units **not meeting the surveillance level** ~~for two or more consecutive months~~ shall also include a description of the cause of performance at the reported level, a statement of action being taken to improve service, and the estimated date of completion of the improvements. A sample format is included as Appendix D. A sample format for reporting held primary service orders and held orders for additional lines is included as Appendix C.
- ~~45.4~~ Retention of Records. Monthly summary records of service measurements for each reporting unit shall be retained for ~~two~~ **three** years. All summary records will be available for examination by Commission representatives during the retention period and special summaries of service measurements may be requested by the Commission.
- ~~45.5~~ Commission Staff Investigations. The staff shall investigate, time and resources permitting, every report unit which is reported **not meeting the surveillance levels** for six or more consecutive months.
- ~~45.6~~ Commission Staff Reports. The staff shall compile and present to the Commission, **time and resources permitting, a semi-annual** ~~a quarterly~~ report as to the adequacy of telephone service in

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California. The report shall (a) point out areas where service problems surface repeatedly, (b) discuss utility and/or staff proposed remedies to the problem, and shall evaluate the utilities' proposed remedies to the problems and if believed to be inadequate, suggest appropriate courses of action. The utility shall retain the right to file comments on the staff's report. In the event of a Commission directive on any particular area, the staff shall prepare the appropriate compliance report

6. MAJOR SERVICE INTERRUPTIONS

- 6.1 Major Service Interruptions Reporting for Local Exchange Carriers and/or Competitive Local Carriers.** All Local Exchange Carriers (LECs) and/or Competitive Local Carriers (CLCs) shall report to the Telecommunications Division of the Public Utilities Commission any major interruptions in telephone service. Each utility shall also file a monthly summary of its major service interruptions with the G.O. 133-C quarterly reports. The following is the definition of, and reporting procedure for a major service interruption.

Description - A service interruption is considered major if it meets any of the following conditions.

- 1. Complete loss of inward and/or outward calling capability from the central office for periods in excess of the following:**

For entities with less than 10,000 access lines 30 minutes

For entities with greater than 10,000 access lines 10 minutes.

- 2. A central office entity or remote switching unit which is isolated from the toll network.**
 - 3. Significant call blockage within a central office entity, remote switching unit, operator traffic office, or toll office due to unusual call volumes for a period of 30 minutes.**
 - 4. Cable, microwave, carrier or other facility damage or failure affecting over 100 customers.**
 - 5. Unusual call volumes which occur for any reason that result in significant central office blockage.**
 - 6. Any anticipated conditions that may seriously affect service as a result of equipment problems or heavy call volumes.**
 - 7. Any network or service interruption that results in media attention.**
- 6.2 Major Service Interruptions Reporting for Interexchange carriers.** All interexchange carriers providing service in the State of California shall report to the Telecommunications Division of the Public Utilities Commission any major interruptions in telephone service affecting California customers. Each utility shall also file a monthly summary of its major service interruptions on a quarterly basis. The following is the definition of a major service interruption for interexchange carriers.

Description - A service interruption is considered major if it meets the following conditions:

- 1. 30,000 or more California customer calls blocked.**

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2. Toll switching entity blocked from the statewide toll switching network for a period of 10 consecutive minutes or more.
3. Any cable (fiber or other), microwave or other facility damage or failure, where the calls are not routed automatically to other transmission facilities.
4. Any anticipated conditions that may seriously affect service as a result of equipment problems or heavy call volumes.
5. Any network or service interruption that results in media attention.

6.3 Reporting Procedures For Major Service Interruptions.

Written reports are normally satisfactory. In cases where a large number of customers are affected or that are otherwise of great severity, a telephone report should be made promptly to a Service Quality Coordinator designated by the Director of the Telecommunications Division.

Initial report shall be submitted to the Commission's Telecommunications Division staff as promptly as possible, after first knowledge of interruptions or expected interruptions.

If the service interruption continues for 12 hours past the initial telephone report, an interim report shall be made by telephone to keep the staff informed of current service conditions. An estimate of service restoral time shall be provided and if necessary, a schedule for further interim reports shall be made.

Written final reports shall be made confirming that service has been restored. Depending on circumstances one report may suffice for all. Written reports can be sent to:

California Public Utilities Commission
Telecommunications Division
505 Van Ness Avenue, 3-E
San Francisco, California 94102

Attention: Carrier Branch

It is suggested that the attached form be used for reports. Item 14, "Comments", should contain any additional information that will aid the staff in understanding the nature and extent of the service interruptions.

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MAJOR SERVICE INTERRUPTION REPORT

DATE:

- 1. COMPANY:**
- 2. SERVICE AFFECTED:**
- 3. LOCATION:**
- 4. FACILITY:**
- 5. NUMBER OF CUSTOMERS AFFECTED
OR NUMBER OF CUSTOMER CALLS BLOCKED:**
- 6. DATE AND TIME OF INITIAL REPORT:**
- 7. DATE AND TIME OF SERVICE INTERRUPTION:**
- 8. DATE AND TIME OF SERVICE RESTORAL:**
- 9. DURATION OF SERVICE INTERRUPTION:**
- 10. NUMBER OF CUSTOMER TROUBLE REPORTS RECEIVED: (If applicable)**
- 11. CAUSE OF INTERRUPTION:**
- 12. CORRECTIVE ACTION TAKEN TO RESTORE SERVICE:**
- 13. PREVENTIVE ACTION AGAINST RECURRENCE:**
- 14. COMMENTS:**
- 15. COMPANY CONTACT:**

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7. INTERCONNECTION STANDARDS

Interconnection standards set forth in **this** subsection ~~6~~ of G.O. 133-C shall apply to both LECs and CLCs.

- (1) An Intercompany Interconnection Held Service Order (IIHSO) shall be reported when service is not provided within 15 days of the mutually agreed-upon due date. Local carriers shall file their IIHSOs on the last day of the following month.
- (2) An IIHSO report, broken down by individual CLC, shall contain the following information:
 - a. the service order number
 - b. the due date
 - c. the company requesting interconnection
 - d. whether the IIHSO is overdue to 15-20, 21-25, 26-30, 31-35, 36-40, 41-45, and over 45 days.
 - e. the reporting unit (wire center or plant installation center)
 - f. whether the IIHSO is pending or complete
 - g. an explanation for the IIHSO
- (3) All local carriers shall refund nonrecurring interconnection charges for service orders held 45 days beyond the mutually agreed upon service date. Refunds do not apply if service order completion was delayed due to natural disasters, severe weather, labor disputes, or civil disturbances.

8. GENERAL ORDER REVIEW COMMITTEE

8.1 Intent.

- a. Purpose. The purpose of the committee is to review the state of the art in telephony, to examine the measurements set forth in this General Order, and to suggest revisions, additions, and deletions to said measurements.
- b. Methodology. The committee shall meet at least once a year; meeting minutes shall be taken and in the event that changes to the General Order are recommended, an appropriate report shall be submitted to the Commission with a suggested course of action.

8.2 Participation.

- a. Commission. The Commission shall be represented on the committee by at least one member of the staff who shall chair the proceedings.
- b. Industry. The telephone utilities shall be represented by individuals or joint representatives.
- c. Public. The public may be represented by any individuals or interested parties knowledgeable in the science of telephony and/or this General Order.

ATTACHMENT 1**Appendix A
Standard Reporting Levels**

<u>Service Measure</u>	<u>Objective Level</u>	<u>Surveillance -Reporting Level</u>
Held Primary Service Orders	See Section 3.1	See Section 3.1
Installation Due Date interval for Primary Service Orders	90% within 3 working days	85% within 3 working days
Installation - Line Energizing Commitments Met for Primary Service Orders	90%	88-95%
Held Additional Line Service Orders	See Section 3.4	See Section 3.4
Installation Due Date Interval for Additional Line Service Orders	90% within 10 working days	85% within 10 working days
Installation Commitments Met for Additional Line Service Orders	90%	88%
Customer Trouble Reports For Central Office Entity with:		
3,000 and More Working Lines Excluding terminal equipment reports	4 per 100 lines	6 per 100 lines.
1,001-2,999 Working lines Excluding terminal equipment reports	6 per 100 lines	8 per 100 lines.
1,000 or Fewer Working-Lines Excluding terminal equipment reports	8 per 100 lines	10 per 100 lines.
Out Of Service Clearing Time	90% within 24 hours	85% within 24 hours
Clearing Time Commitments Met	90%	85%
Dial Tone Speed	98% within 3 seconds	97.4% within 3 seconds
Dial Service (Service Observing)	98.5%	98.0%
Toll Operator Answering Time	90% answered within 10 seconds	85% answered within 10 seconds
Directory Assistance Operator Answering Time	90% answered within 12 seconds	85% answered within 12 seconds
Trouble Report Service Answering Time		
Without the Use of ARU	85% answered within 20 seconds	80% answered within 20 seconds
With the Use of ARU	95% answered within 15 seconds	90% answered within 15 seconds
With ARU From Rotary Dial	95% answered within 60 seconds	90% answered within 60 seconds
With ARU and Call Transfer	95% answered within 60 seconds	90% answered within 60 seconds
Business Office Answering Time		80% answered within 20 seconds.
		70% answered within 20 seconds
		starting December 3, 1992; 75%
		answered within 20 seconds
starting		October 4, 1993; and 80%
answered		within 20 seconds starting July 5, 1994.

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Without the Use of ARU	85% answered within 20 seconds	80% answered within 20 seconds
With the Use of ARU	95% answered within 15 seconds	90% answered within 15 seconds
With ARU From Rotary Dial	95% answered within 55 seconds	90% answered within 55 seconds
With ARU and Call Transfer	95% answered within 55 seconds	90% answered within 55 seconds

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Appendix B
Record Keeping and Reporting Requirements

<u>Service Measure</u>	<u>Reporting Unit and and Minimum Reporting Size</u>
Held Primary Service Orders	Exchange or Plant Installation Center, whichever is smaller
Installation Due Date Interval for Primary Service Orders	Exchange or Plant Installation Center, whichever is smaller
Installation-Line Energizing commitments Met for Primary Service Orders	Exchange or Plant Installation Center, whichever is smaller -Central Office Wire Center with 250 inward movements/month or Plant Installation Center
Held Additional Line Service Orders	Exchange or Plant Installation Center, whichever is smaller
Installation Due Date Interval for Additional Line Service Orders	Exchange or Plant Installation Center, whichever is smaller
Installation Commitments Met for Additional Line Service Orders	Exchange or Plant Installation Center, whichever is smaller
Customer Trouble Reports	Central Office Entity
Out of Service Clearing Time Clearing Time Commitments Met	Plant Maintenance Center Plant Maintenance Center
Dial Tone Speed	Each Central Office Entity over 3,000 lines.
Dial Service (Service Observing)	Each Central Office Entity over 3,000 lines.
Toll and Assistance Operator Answering Time	Traffic Office handling toll and assistance calls average business day call volume of 2,000 or more.
Directory Assistance Operator Answering Time	Traffic Office handling directory assistance calls average business day call volume of 2,000 or more
Trouble Report Service Answering Time	Centralized group supporting 10,000 or more lines.
Business Office Answering Time	Centralized group supporting 10,000 or more lines.
Compilation of Data-Monthly Frequency of Reporting-Quarterly Retention of Measurements-- 2 3 years	

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Appendix C

Held Primary Service Order and Held Additional Line Service Orders Reports

Reports on held primary service orders **and held additional line service orders** shall set forth the following:

1. Reporting Unit name and further identification if name does not convey geographic location.
2. Total Telephones in service within reporting unit. This figure may be supplied once yearly as a year-end number.
3. Number of held orders for each month of the quarter.
4. Reason for the held **primary service** order if carried over **90** ~~180~~ days.
5. Reason for the held additional line service order if carried over 180 days.

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Appendix D Service ~~Reporting~~ Level Performance Report

Reports on all service measures except held orders shall set forth the following:

1. Reporting unit name and further identification if name does not convey geographic location.
2. Service measure, level, and months being reported.
3. Cause of Performance at **the surveillance** ~~reported level if reported for two consecutive months for any month.~~ For installation commitments, **clearing time commitments, due dates for installations,** and customer trouble reports, indicate locations affected if cause is localized within a reporting unit.
4. Corrective action taken and anticipated completion date for (3) above.

(END OF ATTACHMENT 1)